

**SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY****DUTY STATEMENT**

RPA-

EFFECTIVE DATE:

04/17/17

CDCR OFFICE OR CLIENT AGENCY

Enterprise Information Services

POSITION NUMBER (Agency - Unit - Class - Serial)

UNIT NAME AND CITY LOCATED

IT Customer Service and Field Operations  
Institution Field Support

CLASS TITLE

Associate Information Systems Analyst (Spec)

WORKING DAYS AND WORKING HOURS

Monday through Friday 8:00 a.m. to 5:00 p.m.

SPECIFIC LOCATION ASSIGNED TO

Valley State Prison

PROPOSED INCUMBENT (If known)

CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)

065-620-1470-798

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

Under general supervision of the Senior Information Systems Analyst Supervisor, the Associate Information Systems Analyst (AISA) (Specialist) will participate in a wide variety of consultative, analytical, and evaluative assignments for development, procurement, implementation, maintenance, and support of the Institution's Information Services. The AISA (Specialist) will participate in the modification and enhancement of application programs. Responsibilities will include participation in the analysis of user needs, systems analysis, functional and detailed design, documentation, testing, installation activities, evaluation, user support, and training. The incumbent may also prepare work plans, written reports, and presentations. The duties of the AISA (Specialist) will include the following:

**Essential Functions:** For assignments requiring overtime, all efforts will be made to give advanced notice to accommodate schedule. Traveling will be required to local Institutions within 50 miles and to other Institutions statewide. For travel requiring overnight, all efforts will be made to give advanced notice to accommodate schedule. Incumbent will be required to stand, walk, sit, kneel, reach and squat, and must have the ability to lift up to 50 pounds using the approved lifting procedures. Incumbent must be able to work within a Criminal Justice/Law Enforcement environment, safely drive a state-owned motor vehicle adhering to state policies and guidelines, and participate in the Department's annual TB test.

**Knowledge:** This is the associate level and the incumbents at this level are expected to be familiar with generally accepted information technology concepts, practices, methods, and principles. Because of the organization's complex environment and diverse user population, the incumbents must (1) understand the major computing environments and be familiar with the platforms commonly used in each setting, (2) must possess the ability to utilize the reporting relationships, chain of command, etc. in securing the resources necessary to complete one's assignments and independently solve a wide array of business problems, (3) possess familiarity with general security concerns and common procedures for data back-up and recovery, and (4) possess a solid understanding of the business enterprise of the organization, including an appreciation for the salient political and regulatory issues faced by its management.

**Guidelines:** The incumbent must use judgment in interpreting and adapting available guidelines such as policies, operations manual, and work direction for application to specific cases or problems. The incumbent analyzes results and recommends changes. The incumbent is (1) thoroughly familiar with the available tools, methods, and procedures associated with their area of specialization, (2) possesses adequate technical familiarity to make correct choices from alternatives in all these areas, and (3) able to apply selected technical tools, guidelines, etc., in such a way as to meet set targets of cost, time, quality, and performance.

**Scope and Effect:** Because the CDCR's multiple systems and complex computing environment, the services provided at the associate level affects a wide range of established activities, major activities of organizational concern, or the operation of other organizations. The scope of work is broad, commensurate with the breadth and depth of general and technical competencies. Assignments involve multiple tasks, single significant functions, or multiple functions. The incumbents perform work where the service affects the work of many users or customers at many locations. Service level objectives are clearly defined and rigorous.

**Complexity:** To perform the customer support and technical liaison aspects of the job, the incumbent's work requires engaging in business relationships requiring tact and perspective. Work will also involve being familiar with the implication and uses of new technologies. Incumbents show initiative and make time available to ensure general and technical competencies are kept up-to-date in line with industry developments. The incumbent will be required work at an Adult Institution.

**Personal Contact:** Daily contact is made with a wide range of systems users to provide technical information and solve problems. The AISA is expected to communicate effectively both orally and written with all contacts. They are expected to establish and maintain cooperative relationships with management, IT personnel, vendors, contractors, peers, and all customer levels while processing service disruptions, service requests, or project-related matters ensuring conformity of methods and practices. Presentations will be expected based on work product. The AISA maintains a customer-friendly and professional attitude during contacts

**Purpose of Contacts:** The AISA plans, coordinates, and advises on work efforts which resolve operating problems. The AISA is familiar with customer business program areas, practices, and IT service requirements. They must determine appropriate resources when responding to customers and value differing viewpoints, goals, or objectives. The AISA plans, coordinates, and advises on work efforts which resolve operating problems. They influence and motivate individuals and teams working toward mutual goals which have basic cooperative attitudes. The AISA possesses the ability to follow procedures and work effectively in a team environment with individuals or groups.

| % of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>  |
|-----------------------------|--|
| 45%                         | <b>Problem Disruption and Resolutions:</b><br>Support application system users as requested. Provide desktop support by resolving complex problems. Support customers experiencing network problems and hardware problems of routine nature and escalate when necessary. Identify root cause analysis and provide recommendations and/or solutions to production problems. Analyze and create new incident control/problem management procedures. Initiate, update and resolve user tickets using standard incident tracking tool. Visit user offices and ensure services provided meet user needs. Install and upgrade of hardware and software to meet departmental standards. Review departmental procedures and insure data integrity. Communicate with EIS technical staff to escalate technical issues and work effectively with all levels of EIS staff including external service providers. |
| 20%                         | <b>Application Software Maintenance/Development:</b><br>Implement modification requests and resolve related problems of the routine nature. Identifies problems in application software, determines solutions based on root cause analysis. Conduct analysis of system requirements and user specifications. Participate in hardware and software procurement and implementation. Prepare application system and user documentation.   |
| 10%                         | <b>Technical Liaison:</b><br>Review plans, designs, and system specifications developed by other project teams, to develop technical expertise and to identify necessary interfaces with assigned project. Prepare, present, and attend walk-throughs. Participate in disaster recovery planning and testing.  |
| 10%                         | <b>Training:</b><br>Develop, schedule and implement ongoing formal and informal training programs for systems users to strengthen analytical skills and enhance knowledge of software tools and packages. Training may occur remotely, in person, over the phone or video conferencing.  |
| 5%                          | <b>Audits and Maintenance:</b><br>Participate in audits of all CDCR approved systems for accuracy and approved usage of IT equipment. Regularly inspect all desktop areas for security violations. Work concurrently with other staff in the preventive maintenance program on information systems to reduce downtime.   |
| 5%                          | <b>Documentation, Inventory, and Reporting:</b><br>Provide workload and status reports to supervisor. Participate in preparation of project plans and proposals. Update hardware and software inventory as needed. Document and maintain operational procedures.   |
| 5%                          | <b>Other IT program support duties:</b><br>Attend mandatory Training classes. Perform other duties as required and appropriate in support of the information systems office.   |

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| <b>SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i></b>   |                               |             |
| <b>SUPERVISOR'S NAME (Print)</b>  | <b>SUPERVISOR'S SIGNATURE</b> | <b>DATE</b> |
| <b>EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i></b>   |                               |             |
| <b>The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.</b> |                               |             |
| <b>EMPLOYEE'S NAME (Print)</b>  | <b>EMPLOYEE'S SIGNATURE</b>   | <b>DATE</b> |